



NC Department of Health and Human Services

CEQ Webinar Series Part Four: Breaking Down the Template – Quality Improvement Project

**Savannah Simpson, MSPH
Family Planning Program Consultant
Reproductive Health Branch
Women, Infant and Community Wellness
Section**

Archived Webinar, 2022

CEQ (Community Engagement, Education, and Quality Improvement) Webinar Series

- **Part One: Understanding the CEQ**
- **Part Two: Community Engagement Plan**
- **Part Three: Community Education and Awareness Plan**
- **Part Four: Quality Improvement Project**
- **Part Five: Submission with Success**
- **Part Six: Exploring Quality Improvement**

Review of Community Education and Awareness Webinar:

Community Education and Awareness Plan

- Reviewed the new Evaluation Strategies section added to the template
- Discussed methods for creating evaluation strategies and capturing data
- Worked through an example of a completed Community Education and Awareness Plan

Objectives for this webinar:

Quality Improvement Project

- Review each section of the template
- Discuss methods for creating a Quality Improvement Project and facilitating a continuous quality improvement cycle
- Work through an example of a completed Quality Improvement Project

Community Engagement Education Awareness Quality Improvement Plan (CEQ)

- Community Engagement Plan
- Community Education and Awareness Plan
- Quality Improvement Project

Quality Improvement Project

Part 3: Quality Improvement Project

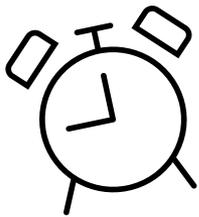
This is your annual, **required** project to enhance family planning services via quality improvement strategies.

More information found at: <http://fpntc.org/training-and-resources/module-1-introduction-to-quality-improvement-for-family-planning>

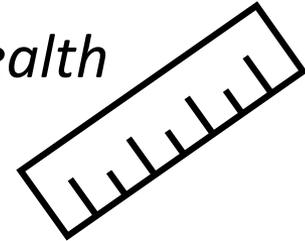
Aim Statement / SMART Goal – (Specific, Measurable, Attainable, Realistic, Timely)	Measurement / Outcomes	Plan, Do, Study, Act (PDSA)	Projected Date	Person(s) Responsible	Documentation Method(s)
		P:			
		D:			
		S:			
		A:			

Quality Improvement

- “Quality improvement should be a deliberate and continuous effort to achieve measurable improvement.” - *Reproductive Health*



National Training Center



Tips For Facilitating Quality Improvement (QI)

- Prioritize communication, engagement, and participation of stakeholders.
- Start your implementation of improvements with small-scale demonstrations or small steps
- Keep in mind and remind others that QI is an iterative process.
- Remember to utilize your entire team.

SMART Goals

- Specific Measurable Attainable Relevant and Time Sensitive



Who, what,
where, how?



What do I want
to see, feel,
hear, once the
goal has been
reached?



What I don't
want to see,
experience.
Can I do it by
myself?

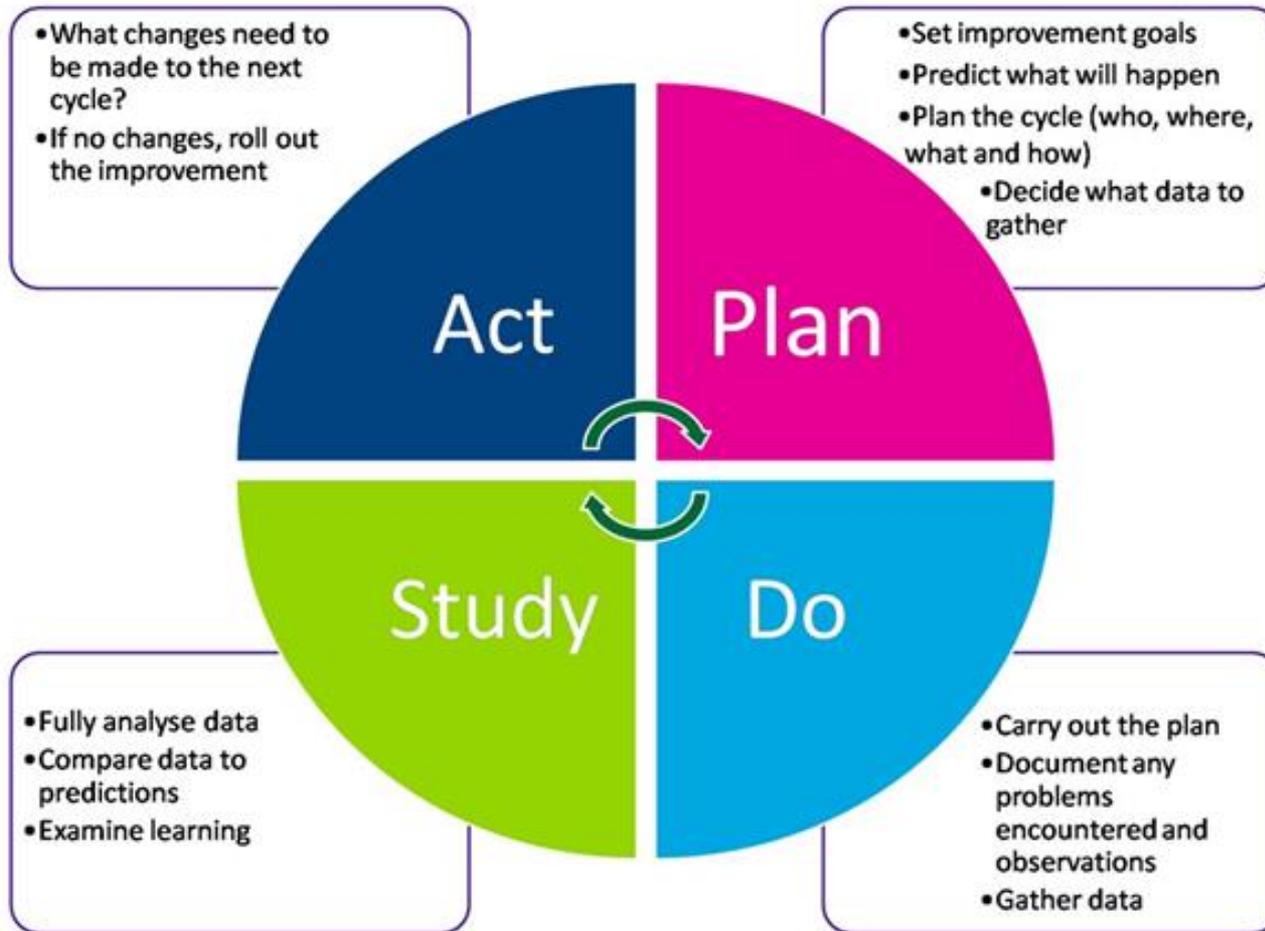


Is it realistic and
compliant with
the rest of the
agenda?



Deadline

Plan Do Study Act (PDSA)



Source: <http://www.ihl.org/resources/Pages/Tools/PlanDoStudyActWorksheet.aspx>

Quality Improvement Project

Part 3: Quality Improvement Project

This is your annual, ***required*** project to enhance family planning services via quality improvement strategies.

More information found at: <http://fpntc.org/training-and-resources/module-1-introduction-to-quality-improvement-for-family-planning>

Aim Statement / SMART Goal – (Specific, Measurable, Attainable, Realistic, Timely)	Measurement / Outcomes	Plan, Do, Study, Act (PDSA)	Projected Date	Person(s) Responsible	Documentation Method(s)
Decrease Family Planning Patient wait times in the lobby by 5 minutes by July 2022.	Streamline the check in process by having patients pre-register information online.	P: Begin having reception staff document family planning patient wait times in 08/2021. Include all clinic and reception staff in meetings to discuss the upcoming changes to pre-registration and the new clinic flow.	08/2021	Director of Nursing, Reception Supervisor, Clinical Staff, Reception Staff	Family planning patient wait times will be documented using Microsoft excel. Minutes from all meeting will be taken.
	Create a new clinic flow pattern that decreases the number of steps required for the patient to wait to be taken back to the exam room.	D: The new clinic flow and online pre-registration practices will run from 12/1/2021-06/30/2022. During this time, all family planning patients wait times will be recorded.	06/2022	Reception Staff, Clinic Staff	Family Planning patient wait times will be recorded in Microsoft Excel with the denotation of pre-registered or not.
		S: Average family planning patient wait times after 12/1/2021 will be compared to average family planning patient wait times prior to 12/1/2021.	07/2022	Director of Nursing, Family Planning Nurse	Summary data will be compiled to show the difference in wait times.
		A: Changes will be made to the pre-registration option or to the clinic flow based upon the results of the patient wait time comparisons.	07/2022	Director or Nursing, Reception Supervisor	Document changes and information disseminated to staff.

Summary

Quality Improvement Project

- Reviewed the sections of the template
- Discussed methods for creating a Quality Improvement Project and facilitating a continuous quality improvement cycle
- Worked through an example of a completed Quality Improvement Project

Resources

- Women, Infant and Community Wellness Section Family Planning Forms <https://wicws.dph.ncdhhs.gov/provpart/forms.htm>
- Institute for Healthcare Improvement <http://www.ihl.org/resources/Pages/Tools/PlanDoStudyActWorksheets.aspx>
- Reproductive Health National Training Center <https://rhntc.org/resources/introduction-quality-improvement-family-planning-elearning-module-1>
- Agency for Healthcare Research and Quality <https://www.ahrq.gov/cahps/quality-improvement/improvement-guide/4-approach-qi-process/index.html>

Contact Information

- Family Planning Program Consultant
 - Office 919-707-5700